



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
AMENDMENT # 3
RFP # 317.03-150

November 16, 2006

THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

EVENT	TIME	DATE	UPDATED/ CONFIRMED
1. State Issues RFP		October 11, 2006	CONFIRMED
2. Disability Accommodation Request Deadline		October 23, 2006	CONFIRMED
3. Pre-proposal Conference	10:00 a.m. CT	October 25, 2006	CONFIRMED
4. Notice of Intent to Propose Deadline		October 27, 2006	CONFIRMED
5. Written Comments Deadline		November 1, 2006	CONFIRMED
6. State Responds to Written Comments		November 16, 2006	CONFIRMED
7. Proposal Deadline	2:00 p.m. CT	December 1, 2006	CONFIRMED
10. State Completes Technical Proposal Evaluations		December 15, 2006	CONFIRMED
11. State Opens Cost Proposals and Calculates Scores	9:00 a.m.	December 18, 2006	CONFIRMED
12. State Issues Evaluation Notice <u>and</u> Opens RFP Files for Public Inspection	9:00 a.m.	December 19, 2006	CONFIRMED
13. Contract Signing		January 3, 2007	CONFIRMED
14. Contract Signature Deadline		January 10, 2007	CONFIRMED
15. Contract Start Date		May 1, 2007	CONFIRMED

B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

QUESTION/COMMENT	STATE RESPONSE
<p>Note: in the questions that follow, any vendor's restatement of the text of the Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.</p>	
<p>1. The RFP indicates that the vendor must have multiple DR sites. [Vendor] does have this except that our mainframe support is all done at one site. Would this make us non compliant to the RFP?</p>	<p>Based on the requirements of the RFP, the Proposer would be non compliant if multiple sites were not proposed for all environments. If a major event occurred, that one site could be flooded with clients. We <u>must</u> have backup Disaster Recovery Hot sites.</p> <p>Please see the following RFP sections:</p> <p>RFP Section 3.2.6 - <i>"The State may determine a proposal to be non-responsive and reject it if the Technical Proposal document <u>fails to appropriately address/meet all of the requirements</u> detailed in the Technical Proposal and Evaluation Guide."</i></p> <p>Attachment 6.2, Item 1 – <i>"This proposal constitutes <u>a commitment to provide all services</u> as defined in the RFP Attachment 6.1, Pro Forma Contract Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, Pro Forma Contract."</i></p>
<p>2. [Vendor] utilizes third party companies for print services. Would this make us non compliant to the RFP?</p>	<p>The use of subcontractors does not indicate non compliance. Please see the subcontracting terms and conditions outlined in RFP Section 4.6.</p>
<p>3. After reviewing the RFP (317.03-150) Disaster Recovery Service. We find that there is an amendment that does not fit our business model.</p> <p>[1] Are all amendment / part of the RFP mutually exclusive?</p> <p>[2] Can we no-bid an area or will this disqualify our bid?</p>	<p>[1] The State is not sure what is meant by "amendment"; however, the requirements are not mutually exclusive.</p> <p>[2] The Proposer cannot "no-bid" a required area within the RFP.</p> <p>Please see the following RFP sections:</p> <p>RFP Section 3.2.6 - <i>"The State may determine a proposal to be non-responsive and reject it if the Technical Proposal document <u>fails to appropriately address/meet all of the requirements</u> detailed in the Technical Proposal and Evaluation Guide."</i></p> <p>RFP Attachment 6.2, Item 1 – <i>"This proposal constitutes <u>a commitment to provide all services</u> as defined in the RFP Attachment 6.1, Pro Forma Contract Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, Pro Forma Contract."</i></p>
<p>4. RFP Section 4.6, Page 11</p> <p>Assignment and Subcontracting</p>	<p>The State does not agree to revert to the terms of any previous contract.</p> <p>Each RFP process is a stand-alone procurement.</p>

<p>[VENDOR] respectfully takes exception to this section and requests that we be allowed to use the terms we have for assignment and subcontracting in the current contract [NUMBER] between State of TN, Department of Finance and Administration and [VENDOR] which are different than those stated.</p>	<p>Language approved in previous contracts does not automatically qualify for future use in subsequent RFP/Contract terms and conditions.</p>
<p>5. RFP Section 4.7, Page 12</p> <p>Right to Refuse Personnel</p> <p><i>“At its sole discretion, the State reserves the right to refuse any personnel, of the prime contractor or a subcontractor, for use in the performance of a contract pursuant to this RFP.”</i></p> <p>[VENDOR] respectfully takes exception to this requirement due to that fact that such restriction could preclude or delay [VENDOR] in providing recovery services to the State.</p>	<p>Regardless of circumstances, the State must retain the right to approve personnel.</p> <p>In the case of a widespread disaster, the State would act in its' best interest to avoid delays and would expedite the approval process for prime contractor and subcontractor personnel. In such a case, the approval could take various forms, including, but not limited to, emails or faxes.</p>
<p>6. RFP Section 4.10, Page 12</p> <p>Service Location and Work Space</p> <p><i>The service pursuant to this RFP is to be performed, completed, managed, and delivered as detailed in the RFP Attachment 6.1, Pro Forma Contract. Work space on the State's premises may be available for contractor use in accordance with the pro forma contract or at the State's discretion. Any work performed on the State's premises shall be completed during the State's standard business hours.</i></p> <p>All work performed pursuant to providing recovery services to the State will be performed at the [VENDOR] recovery site.</p>	<p>The State agrees the actual “recovery” effort would be performed at the vendor recovery site.</p> <p>RFP Section 4.10 allows that workspace “may” be available in the event State facilities are needed.</p>
<p>7. RFP Section 4.17, Page 12</p> <p><u>Contract Payments:</u> This section, in conjunction with RFP Attachment 6.1, Pro Forma Contract, Section C, addresses how payment shall be made by the State to [VENDOR]. In addition, this section supplements the Pro Forma Contract by stipulating that: “...<i>Under no conditions shall the State be liable for payment of any type associated with the contract or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before contract approval by State officials as required by applicable statutes and rules of the State of Tennessee or before the contract start date or after the contract end date specified by the contract.</i>”</p> <p>[VENDOR] respectfully takes exception to this requirement and requests that we use the payment terms stipulated in the current contract [NUMBER] between State of TN Department of Finance and Administration and [VENDOR].</p>	<p>The State does not agree to revise the specific language identified.</p> <p>According to Rule 0620-3-3.07b, Authorization To Begin Work, “No state official or employee, except the F&A Commissioner, may authorize a contractor to commence service before the subject contract is properly approved.”</p> <p>A contract is not deemed to be “properly approved” until it has received all signatures that appear on the pro forma contract signatures page.</p> <p>Also, please see #4 above.</p>
<p>8. RFP Section 4.18, Page 12</p>	<p>The State must inspect, evaluate and accept all work</p>

<p><u>Contractor Performance:</u> This section stipulates that “.....All work is subject to inspection, evaluation, and acceptance by the State.”</p> <p>[VENDOR] respectfully takes exception to this requirement due to that fact that such restriction could preclude or delay [VENDOR] in providing recovery services to the State.</p>	<p>by the Vendor.</p> <p>In case of a widespread disaster necessitating recovery services, the State would act in its' best interest to avoid delays.</p>
<p>9. RFP Section 5.3.4, Page 16</p> <p><i>The Proposer with the apparent best-evaluated proposal <u>must</u> agree to and sign a contract with the State which shall be substantially the same as the RFP Attachment 6.1, Pro Forma Contract.</i></p> <p><i>However, the State reserves the right, at its sole discretion, to add terms and conditions or to revise pro forma contract requirements in the State's best interests subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.</i></p> <p>[VENDOR] respectfully takes exception to the first paragraph of this requirement and requests that we be allowed to use the terms stipulated in the current contract [NUMBER] between State of TN Department of Finance and Administration and [VENDOR].</p>	<p>The State does not agree to revise RFP Section 5.3.4. The language will stand as is.</p> <p>Please see #4 above.</p>
<p>10. RFP Attachment 6.1 Pro Forma, Page 17</p> <p>[VENDOR] respectfully takes exception to this entire section and requests that we be allowed to use the terms stipulated in the current contract [NUMBER] between State of TN Department of Finance and Administration and [VENDOR].</p>	<p>Please see #4 above.</p>
<p>11. Contract Attachment G, Page 48</p> <p><i>Tennessee Information Resources Architecture</i></p> <p>[1] Unless we know that this is OK, we should object. We are agreeing to contract attachments site unseen.</p> <p>[2] [VENDOR] respectfully takes exception to this entire attachment and requests clarification on the purpose of this document and why this document is to be included as part of the final contract.</p>	<p>[1] The Tennessee Information Resources Architecture has been available since the RFP was published.</p> <p>Please see RFP Section 1.1.1 for instructions on obtaining a copy of the Architecture.</p> <p>[2] The purpose of including the Architecture in the contract is to make the Proposer aware of the State's Infrastructure in relation to the configuration and environment requirements of the RFP/contract.</p>
<p>12. RFP Attachment 6.2, Page 50</p> <p><i>Item 1) This proposal constitutes a commitment to provide all services as defined in the RFP Attachment 6.1, Pro Forma Contract Scope of Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment</i></p>	<p>The State cannot agree to omit Item 1 of Attachment 6.2.</p> <p>RFP Section 5.3.4 states, “The Proposer with the apparent best-evaluated proposal <u>must</u> agree to and sign a contract with the State which shall be substantially the same as the RFP Attachment 6.1, Pro Forma Contract.</p>

<p><i>6.1, Pro Forma Contract.</i></p> <p>[VENDOR] respectfully takes exception to this attachment and requests that we be allowed to use the terms stipulated in the current contract [NUMBER] between State of TN Department of Finance and Administration and [VENDOR].</p>	<p>However, the State reserves the right, at its sole discretion, to add terms and conditions or to revise <i>pro forma</i> contract requirements in the State's best interests subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process."</p> <p>By signing the Proposal Transmittal and Statement of Certifications and Assurances, the Proposer confirms that it "shall comply with all of the provisions in the subject RFP and shall accept all terms and conditions set out in the RFP Attachment 6.1, <i>Pro Forma Contract</i>."</p> <p>Please refer also to RFP Attachment 6.3, Section A, Mandatory Requirements, Item A.1: <i>"Each Proposer must sign the Proposal Transmittal and Statement of Certifications and Assurances without exception or qualification."</i></p> <p>Please see #4 above.</p>
<p>13. RFP Attachment 6.3, Section B, Page 53</p> <p><u>Organizational Support and Experience:</u> Item B.11 stipulates that the Proposer must "...Provide a personnel roster and resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract (include estimated number of hours to be worked on the contract for each person, and the resumes shall detail each individual's title, education, current position with the Proposer, and employment history) as well as an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrating the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP.</p> <p>[VENDOR] respectfully takes exception to this requirement. It will be difficult for [VENDOR] to comply with this requirement since due to the length of time between proposal submittal and award, it is difficult to precisely predict the availability, and ultimate assignment, of specific personnel.</p>	<p>The State has amended the section.</p> <p>Please see Item C. below for revised language.</p>
<p>14. RFP Attachment 6.3, Section B, Page 53</p> <p>B.12 Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform.</p> <p>[VENDOR] respectfully takes exception to this requirement. [VENDOR] intends to utilize a subcontractor to provide print/mail recovery for the State and tape handling to support optional services</p>	<p>The State's signature on the pro forma contract will constitute the State's approval of the subcontractors submitted in the Proposer's proposal in RFP Attachment 6.3, Item B.12.</p> <p>The State understands that the name of the subcontractor may change during or after contract signing. If this occurs, the Proposer is required to submit a written request for approval of the new subcontractor. The written request may be on a company letterhead, email, or fax. The State will</p>

<p>requested by the State. Subcontractors used for tape handling may be subject to change during the term of the agreement and [VENDOR] is not able to identify potential additional subcontractors who may be utilized at this time.</p>	<p>then respond in writing indicating whether or not the subcontractor is approved. Please see RFP Section 4.6.</p>
<p>15. RFP Section 4.6, Page 11</p> <p>With the intent to avoid any possible project delay or negative impact, will the State agree to add the following to the end of this Section 4.6, <u>Assigning and Substituting</u>? <i>“The State’s written approval of substituted or additional subcontractors shall be prompt and not unreasonably withheld.”</i></p>	<p>The State has amended the section.</p> <p>Please see Item D. below for revised language.</p>
<p>16. RFP Section 4.8, Page 11</p> <p>As it relates to Section 4.8, <u>Insurance</u>, Proposer respectfully requests the State’s consideration of inclusion of a statement that Proposer is not required to name the State as an additional insured with respect to Worker’s Compensation Insurance.</p>	<p>The State does not agree to revise RFP Section 4.8. The language will stand as is.</p>
<p>17. RFP Section 4.18, Page 12</p> <p>With respect to Section 4.18, <u>Contract Performance</u>, [1] what specific criteria will constitute acceptance by the State?</p> <p>[2] What is (are) the title(s) of the State employee(s) who will be responsible for the overall management and administration of the contract?</p>	<p>[1] Work is acceptable when it is in full compliance with all terms and conditions stated in the Contract and RFP.</p> <p>[2] As of the date of RFP publication, the persons responsible for overall management and administration of the Contract are the same as those listed in Contract Section E.2. However, note that this is subject to change at the State’s discretion.</p>
<p>18. RFP Attachment 6.3, Section B, Page 52</p> <p>With respect to Items B.4 and B.6, Proposer asks the following: Over the years many of our public sector customers have asked us to provide a profile of relevant litigation and investigations, and in response to that request we have provided a reference to material litigation and/or investigations as described in our company’s annual report, and this has been well received. Will this be acceptable to the State as a complete response to Items B.4 and B.6?</p>	<p>The State cannot pre-approve a document prior to it being seen.</p> <p>However, if the company’s annual report adequately provides the required information on pending litigation and/or pending Securities Exchange Commission investigations, the report should be acceptable.</p>
<p>19. RFP Attachment 6.3, Section B, Page 53</p> <p>Under Item B.11, there are a number of requests that the Proposer include a contract personnel roster and resumes of key people and an organization chart highlighting the key people who will be assigned to the contract. Due to the length of time between proposal submittal and award, it is difficult to precisely predict the availability, and ultimate assignment of, specific personnel. As such, Proposer respectfully requests that the State consider modifying this requirement such that bidders are required to provide the specific names and resumes of management, supervisory, and key personnel, from which bidder plans to select and support this project, based upon availability at the time of contract award.</p>	<p>Please see #13 above.</p>

20.	RFP Section A.12.6, Page 18 To what extent must data restoration be performed (i.e., operating system only, operating system, database subsystems and data, etc.)?	This would include the entire environment on the mainframe.
21.	RFP Section A.13.3, Page 18 What operating systems will the State require to be pre-loaded?	Currently used Operating Systems include: on Intel - Win 2000 & 2003, SUSE Linux Ver. 9.0.; on Sun - Solaris 8, 9, 10 (Solaris 2.6).
22.	RFP Section A.13.8, Page 19 To what extent must data restoration be performed (i.e., operating system only, operating system, storage management system and data, etc.)?	The Operating System install is a separate line item – this is for restoration of the applications and respective data.
23.	RFP Section A.13.9, Page 19 [VENDOR] has multiple options for real-time replication. We would need further clarification from the State regarding your requirement for flexible pricing based on monthly storage used.	The Proposer must determine the best option/method for real time replication based on the Proposer's and State's infrastructure. The option/method should be described in response to Attachment 6.3, Section C, Item C.2 for Section A.13.9. Please see Item H below. The per GB quote must represent the option/method described in Attachment 6.3, Section C, Item C.2. The language in RFP Section A.13.9 has been amended. Please see Item E below.
24.	RFP Section A.13.9, Page 19 Does the State require support for a specific disk manufacturer/machine type/model?	State would prefer Hitachi 9980 but a specific brand/model is not required, as long as it's compatible with the hardware that will interface with the SAN as quoted by contractor.
25.	RFP Section A.14.8, Page 19 To what extent must data restoration be performed (i.e., operating system only, operating system, storage management system and data, etc.)?	The Operating System install is a separate line item – this is for restoration of the applications and respective data.
26.	RFP Section A.14.9, Page 20 [VENDOR] has multiple options for real-time replication. We would need further clarification from the State regarding your requirement for flexible pricing based on monthly storage used.	The Proposer must determine the best option/method for real time replication based on the Proposer's and State's infrastructure. The option/method should be described in response to Attachment 6.3, Section C, Item C.2 for Section A.14.9. Please see Item H below. The per GB quote must represent the option/method described in Attachment 6.3, Section C, Item C.2. The language in RFP Section A.14.9 has been amended. Please see Item F below.
27.	RFP Section A.14.9, Page 20 Does the State require support for a specific disk manufacturer/machine type/model?	State would prefer Hitachi 9980 but a specific brand/model is not required, as long as it's compatible with the hardware that will interface with the SAN as quoted by contractor.
28.	RFP Section A.15.8, Page 20 To what extent must data restoration be performed (i.e., operating system only, storage management system and data, etc.)?	The Operating System install is a separate line item – this is for restoration of the applications and respective data.
29.	RFP Section A.15.9, Page 20	The Proposer must determine the best option/method for real time replication based on the Proposer's and

<p>[VENDOR] has multiple options for real-time replication. We would need further clarification from the State regarding your requirement for flexible pricing based on monthly storage used.</p>	<p>State's infrastructure. The option/method should be described in response to Attachment 6.3, Section C, Item C.2 for Section A.15.9. Please see Item H below.</p> <p>The per GB quote must represent the option/method described in Attachment 6.3, Section C, Item C.2.</p> <p>The language in RFP Section A.15.9 has been amended. Please see Item G below.</p>
<p>30. RFP Section A.15.9, Page 20</p> <p>Does the State require support for a specific disk manufacturer/machine type/model?</p>	<p>State would prefer Hitachi 9980 but a specific brand/model is not required, as long as it's compatible with the hardware that will interface with the SAN as quoted by contractor.</p>
<p>31. RFP Attachment B, Page 34</p> <p>[1] For the SF4900, how many domains are required? Would the State accept domains using physically different hardware (ie E2900)?</p> <p>[2] Can we domain to a SUN E15K? Would 1.5Ghz non-dual core processors be acceptable?</p>	<p>[1] Each current SunFire 4900 is configured with only one domain – different hardware can be utilized as long as the performance is equal to or better than the SunFire 4900.</p> <p>[2] Yes, you may domain to a larger system, but total processor match must meet the performance of the dual core processors. SUN has provided us information indicating that an appropriate match for the 4900 USIV + 1.8 GHz processor (Dual-Core processor) compared to an E15K USIII 1.2 GHz would be a 1 to 3 ratio (for every one 4900 CPU Board the E15K would need 3 CPU Boards).</p>

C. Delete RFP Attachment 6.3, Section B.11 in its entirety and replace it with the following:

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION B			
PROPOSER NAME:			
EVALUATOR NAME:		DATE:	
EVALUATOR SIGNATURE:			
SECTION B — QUALIFICATIONS & EXPERIENCE			
<p>The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references).</p> <p>A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's "qualifications and experience" responses.</p>			
Proposal Page # (to be completed by Proposer)	Qualifications & Experience Items		
	<p>B.1 Describe the Proposer's form of business (<i>i.e.</i>, individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the State should contact regarding the proposal.</p>		
	<p>B.2 Provide a statement of whether there have been any mergers, acquisitions, or sales</p>		

	of the Proposer company within the last ten years, and if so, an explanation providing relevant details.
	B.3 Provide a statement of whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony, and if so, an explanation providing relevant details.
	B.4 Provide a statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.
	B.5 Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.
	B.6 Provide a statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer's performance in a contract under this RFP.
	B.7 Provide a brief, descriptive statement indicating the Proposer's credentials to deliver the services sought under this RFP.
	B.8 Briefly describe how long the Proposer has been performing the services required by this RFP and include the number of years in business.
	B.9 Describe the Proposer organization's number of employees, client base, and location of offices.
	B.10 Provide a narrative description of the proposed project team, its members, and organizational structure.
	<p>B.11 Provide a personnel roster and resumes of key people who shall be assigned by the Proposer to perform duties or services under the contract (include estimated number of hours to be worked on the contract for each person, and the resumes shall detail each individual's title, education, current position with the Proposer, and employment history) as well as an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrating the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP.</p> <p>NOTE: Due to the length of time between the proposal submission and the Contract Start Date, the State realizes that the personnel submitted may not be available at the time of the Contract Start Date. If at the Contract Start Date the key personnel have changed, the Proposer must provide a substitution with equal or greater qualifications.</p>
	B.12 Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform.
	<p>B.13 Provide documentation of Proposer commitment to diversity as represented by its business strategy, business relationships, and workforce — this documentation should detail:</p> <ul style="list-style-type: none"> ▪ a description of the Proposer's existing programs and procedures designed to

	<p>encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises</p> <ul style="list-style-type: none"> ▪ a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information <ul style="list-style-type: none"> ○ contract description and total value ○ contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) ○ contractor contact and telephone number ▪ an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> ○ participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics) ○ descriptions of anticipated contracts ○ names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated ▪ the percent of the Proposer's total current employees by ethnicity, sex, and disability <p><i>Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.</i></p>
	<p>B.14 Provide customer references for similar projects representing three currently serviced accounts of equivalent or greater size in equipment and complexity. If the Proposer has fewer than three current accounts, provide customer references for previously completed projects to bring the total to three references provided.</p> <p>The references shall be provided to the State in the form of questionnaires that have been fully completed by the individual providing the reference. The State has included the reference check questionnaire to be used, as RFP Attachment 6.6.</p> <p>THE PROPOSER MUST USE THIS FORM, OR AN EXACT DUPLICATE THEREOF.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference check questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference check questionnaire, the Proposer shall follow the process detailed below exactly:</p> <ol style="list-style-type: none"> 1. Proposer makes an exact duplicate of the State's form, as it appears in RFP Attachment 6.6; 2. Proposer sends the copy of the form to the reference it has chosen, along with a new, standard #10 envelope; 3. Proposer directs the person providing the reference check feedback to complete the form in its entirety, sign and date it, and seal it within the provided envelope. The person may prepare a manual document or complete the exact duplicate

	<p>Word document and print the completed copy for submission. After sealing the envelope, the person providing the reference <u>must sign his or her name in ink across the sealed portion of the envelope</u> and return it directly to the Proposer. The Proposer will give the reference check provider a deadline, such that the Proposer will be able to collect all references in time to include them within its sealed Technical Proposal.</p> <p>4. When the Proposer receives the sealed envelopes from the reference check providers, the Proposer <u>will not open</u> them. Instead, the Proposer will enclose all of the unopened reference check envelopes, in an easily identifiable larger envelope, and will include this envelope as a part of the written Technical Proposal. Therefore, when the State opens the Technical Proposal box, the State will find a clearly labeled envelope enclosed, which contains all of the sealed reference check envelopes.</p> <p>5. The State will base its reference check evaluation on the contents of these envelopes. <u>THE STATE WILL NOT ACCEPT LATE REFERENCES OR REFERENCES SUBMITTED THROUGH ANY OTHER CHANNEL OF SUBMISSION OR MEDIUM, WHETHER WRITTEN, ELECTRONIC, VERBAL, OR OTHERWISE.</u></p> <p>Each reference must include:</p> <ul style="list-style-type: none"> • the Proposer's name; • the Reference's Organization name; • the Name of the person responding; • the Title of person responding; and • the Date the reference form was completed. <p><i>Each evaluator will generally consider the results of reference inquiries by the State regarding <u>all</u> references provided.</i></p>
(Maximum Section B Score = 30)	
SCORE (for <u>all</u> Section B items above, B.1 through B.14):	

D. Delete RFP Section 4.6.2 in its entirety and replace it with the following:

4.6.2 A subcontractor may only be substituted for a proposed subcontractor at the discretion of the State and with the State's prior, written approval. The State's written approval of substituted or additional subcontractors will not be unreasonably withheld.

E. Delete Pro Forma Contract Section A.13.9 in its entirety and replace it with the following:

A.13.9. The Contractor must provide optional capability for real time data replication with contracted SAN technology. Pricing must be based on monthly storage used.

F. Delete Pro Forma Contract Section A.14.9 in its entirety and replace it with the following:

A.14.9. The Contractor must provide optional capability for real time data replication with contracted SAN technology. Pricing must be based on monthly storage used.

G. Delete Pro Forma Contract Section A.15.9 in its entirety and replace it with the following:

A.15.9. The Contractor must provide optional capability for real time data replication with contracted SAN technology. Pricing must be based on monthly storage used.

H. Delete RFP Attachment 6.3, Technical Proposal & Evaluation Guide, Section C – Technical Approach in its entirety and replace it with the following:

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C				
PROPOSER NAME:				
EVALUATOR NAME:			DATE:	
EVALUATOR SIGNATURE:				
SECTION C — TECHNICAL APPROACH				
<p>The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:</p> <p><i>0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent</i></p> <p>The RFP Coordinator will multiply each item score by the assigned weight with the product being the item's raw weighted score for purposes of calculating the section score as detailed at the end of this table.</p>				
Proposal Page # (to be completed by Proposer)	Technical Approach Items	State Use ONLY		
		Score	Item Weight	Raw Weighted Score
	C.1 Provide a narrative that illustrates the Proposer's understanding of the State's Disaster Recovery requirements.		15	
	C.2 Provide a detailed description of how the Proposer will provide each item in the scope of services. (Section A.1 – A.16.4) Each Section (A.1 – A.16.4) should be copied into the proposal and the Proposer's response provided after each corresponding section.		30	
	C.3 Provide a detailed description of how the Proposer will support the equipment and services in Attachments A, B, C, D, and E.		25	
	C.4 Describe the Proposer's Recovery Centers in detail, including the following information:		25	

	<p>a) the number of Recovery Centers</p> <p>b) where the Recovery Centers are located</p> <p>c) which Recovery Centers can independently support all equipment and services listed in Attachments A, B, C, D, and E.</p> <p>d) how the Recovery Centers are networked together</p> <p>e) how much capacity each Recovery Center currently has in relation to the number of active customers in terms of both testing and a true disaster event</p> <p>f) each Recovery Center's fire detection and suppression capabilities</p> <p>g) each Recovery Center's uninterruptible power supply</p>			
	<p>C.5 Describe the following strategies in regard to the Proposer's Data Restoration Services:</p> <p>a) the Proposer's strategy, including change control methods, employed during the transition of operations and data to the Recovery Center during Disaster testing or a Disaster event.</p> <p>b) the Proposer's strategy, including change control methods, employed during the transition of operations and data back to State equipment (State Data Center or Cold Site) following Disaster testing or a Disaster event.</p>		5	
<p>Total Raw Weighted Score: (sum of Raw Weighted Scores above)</p>				
<p>Total Raw Weighted Score</p> <hr/> <p>maximum possible raw weighted score (i.e., 5 x the sum of item weights above)</p>				
<p>X 40 (maximum section score)</p>				
<p>= SCORE:</p>				